

December 22, 2016
Announcement 1283

Attention Pharmacies: Emergency Supply Policy

In an emergency situation, dispensing of up to a 96-hour supply of covered outpatient drugs that require prior authorization (PA) will be allowed. An approved PA (if required) will be necessary to get additional medication. If the prescriber is not available and the pharmacist feels the recipient needs to receive the prescribed drug, the pharmacist should contact the Clinical Call Center at (855) 455-3311 or the Technical Call Center at (866) 244-8554. OptumRx, the pharmacy benefit manager, may authorize a 96-hour emergency supply.

NOTE: An emergency situation is a situation that, in the judgment of the dispensing pharmacist, involves an immediate threat of severe adverse consequences to the recipient, or the continuation of immediate and severe adverse consequences to the recipient, if an outpatient drug is not dispensed when a prescription is submitted.

The Emergency Supply Policy is specified in the [Medicaid Services Manual \(MSM\) Chapter 1200](#) Prescribed Drugs and the [Pharmacy Billing Manual](#).